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ADDENDUM NO. 2

Date: August 03, 2016

RFP 16-0433

RFP Title: 9-1-1 Legacy Logging Recorder System Replacement

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid or proposal response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with their response by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge each addendum may prevent the bid or proposal from being considered for award.

This addendum changes the date for receipt of proposals from August 17, 2016 at 3:00 PM to August 24, 2016 at 3:00 PM.

Additions to original RFP:

Section 1.13.2, Completion Requirements for Request for Proposal (RFP): In addition to the original proposal and five (5) complete copies of the proposal, firm shall also include seven (7) CDs or USB's containing a complete response submitted by the vendor.

Questions/Answers:

Question 1: Will internet access be available for the recording equipment?

Answer 1: Yes

Question 2: Will remote access be available to the recording equipment? For example, such as a county supplied VPN access or an Internet remote access technology like LogMeIn provided by the respondent.

Answer 2: Yes

Question 3: Should the respondent provide an Anti-Virus solution or will the County provide their own solution for the recording equipment and if County provided, what is the software in use?

Answer 3: Firm shall submit best solution, however, each entity shall review solution and make final decision based on their internal policies.

Question 4: Is a Windows domain/Active directory used?

Answer 4: Yes, but not necessarily for this solution as it is a closed independent network.

Question 5: Is each PSAP its own domain or is their one countywide domain?

Answer 5: Yes, currently each PSAP is its own network/domain.

Question 6: Is the Sheriff office and EMS each their own domain or are they one domain?

Answer 6: On their own network/domain.

Question 7: Is the radio network on the same network or on a firewalled off separate network?

Answer 7: Different network with Firewall.

Question 8: Is the CAD network on the same network or on a firewalled off separate network?

Answer 8: Each CAD is on its own network with firewall.

Question 9: Is the Viper network on the same network or on a firewalled off separate network?

Answer 9: Viper network is on its own network with firewall.

Question 10: What is the software version of the EMS Aqua?

Answer 10: Aqua – 6.1 and ProQA – upgrading in August to 13.0 EMD and 6.1 EFD.

Question 11: Is screen recording required for Q/A of Viper/CAD positions?

Answer 11: Yes as an option.

Question 12: How many monitors is each Viper/CAD position for screen recording?

Answer 12: 4

Question 13: How many monitors is each radio consoles for screen recording?

Answer 13: 1

Question 14: Will CAD vendor support be available for recorder integration into the various CAD systems?

Answer 14: Yes Agency Staff with CAD vendor access

Question 15: What is the software version of each locations CAD software?

Answer 15: Lake EMS is Zoll 2.4.2, LCSO is Spillman 6.3, Leesburg PD Sungard/OSSI for CAD 16.1.0.2414.

Question 16: At Mount Dora, must a respondent plan for interfacing to both USA Software and Spillman CAD interface to the recorder or can the respondent plan for only a Spillman recorder interface.

Answer 16: It is the County intent to move forward with Spillman as this is approved.

Question 17: Are the analog radio feeds to be recorded talk groups?

Answer 17: Yes.

Question 18: How many talk groups is the AIS monitoring?

Answer 18: Monitoring, not necessarily the same number as to be recorded. 126.

Question 19: Are any of the AIS monitored talk groups encrypted?

Answer 19: Yes. Of the 126 being monitored, 74 of those recorded are encrypted.

Question 20: How many talk groups need to be recorded from the AIS via the VPM?

Answer 20: No recordings are coming from the Voice Processing Module (VPM)

Question 21: Are the analog radio feeds routed through the AIS and thus output on the Motorola VPM?

Answer 21: No. Analog feeds are from the physical control station.

Question 22: How many talk groups are encrypted?

Answer 22: 74 of those recorded are encrypted.

Question 23: For the CAD interfaces, are you going to want each piece PSAP to define what sort of data you want to extract from the CAD system to have recorded on the PSAP voice loggers?

Answer 23: Those attributes for QA and record identification for recorded communications from a combination of radio, CAD and telephone systems are to be tracked. i.e. Incident number, Radio ID, and recording record. Regarding Spillman, the Sheriff's Office server is running that, and all is being integrated to the Sheriff's office with the exception of Eustis. Groveland is remote off of the Sheriff's office. Mt. Dora is in the process of remoting off of the Sheriff's office as well.

Question 24: Lifecycle costing

Answer 24: As pricing is considered in the Section 1.3, Method of Award, County would like pricing submitted as stated in Attachment 6, Pricing Proposal.

Question 25: How many dispatchers are at each location need to be evaluated for QA?

Both position and physical counts.

Answer 25: Positions are answered in the RFP. Physical Personnel are as follows:

Groveland Police Department - 6

Eustis Police Department - 8

Lake County Sheriff's Office - 69

Lake EMS - 32

Leesburg Police Department - 16

Mount Dora Police Department - 11

Radio Shop - 6

Totals: 148

Question 26: Section 2.29.11, Delivery. Are you flexible on 10 day delivery after receipt of purchase order?

Answer 26: Change language of Section 2.29.11 from 10 business days after receipt of Purchase order to 30 business days after receipt of Purchase order.

Question 27: Does the response require unified playback for both radio and Telephony??

Answer 27: Yes.

Question 28: For the radio logging portion, is there a requirement to comply with Motorola certification?

Answer 28: If you're going to be integrated with the AIS, yes.

Question 29: For the legacy audio under the present architecture, what integration, if any, is required to account for the present recordings that are taking place today?

Answer 29: The goal is to not lose any recordings and as we migrate to the solution, whatever integration needs to take place in order to prevent us from losing any recordings. County's other goal, depending on the solution, is to have a back-up methodology or redundancy.

Question 30: Is Motorola a requirement?

Answer 30: The County is looking for a qualified firm that has can hook up into what we've got and a demonstrated history of providing similar services to comparable entities, and is not looking for a firm to experiment with County's system.

Question 31: Is the use of Windows a requirement? Is Linux ok?

Answer 31: Windows is not a requirement.

Question 32: For Addendum #1 Question 2

-What is the model of the NEC PBX at the ECOC? What is the model(s) of the phones?

-What is the Cisco Call Manager version at Leesburg?

-What is the version(s) of the ShoreTel VoIP system at Eustis and Mount Dora?

Answer 32: NEC PBX at the ECOC PBX is NEC SV8500 and the phones are DT330 digital, non- VoIP. . Cisco Unified Call Manager, version 9.1. Both ShoreTel VoIP systems have Analog adapter cards for recording on trunks. Set types were identified in Addendum #1.

Question 33: For the two Motorola AIS servers, do they combined handle the all talk groups or does each AIS server handle all talk groups.

Answer 33: Each AIS server handles all talk groups redundantly

Site Visit (EOC):

Question 34: What version of Motorola is the County using?

Answer 34: Motorola 7.15

Question 35: After retention, who will remove old equipment?

Answer 35: The County will remove all equipment.

Question 36: Mentioned Recorder output, century link, trunk level, station level.

Answer 36: Recordings for the Viper system are provided at the trunk level and station level. On Station it is with a detection of an off-hook closure.

Question 37: Split provided by non-loss of recording in all centers.

Answer 37: The goal is to be able to evacuate one center and have recording capabilities and access in the back-up Center. Node A and Node B recording with access using same login procedures. Trunks and positions are in place for back-up capabilities.

Question 38: Where is analog punch down?

Answer 38: Located in the equipment rooms adjacent to the recorders

Question 39: Distance of equipment to punch down?

Answer 39: Less than 15 feet

Question 40: Number of UPS's?

Answer 40: Enough to cover your proposed solutions redundantly

Site Visit (Mt. Dora):

Question 41: How many nodes are there?

Answer 41: There are currently 2 nodes, at Tavares (ECOC) and Leesburg PD

Question 42: Please comment on analog integration.

Answer 42: Analog integration is accomplished at the punch blocks associated in the same room as the existing recorder equipment.

Site Visit (Leesburg):

Question 43: Please comment on the RedBox at Leesburg PD.

Answer 43: At Leesburg PD the RedBox recorder will become a back-up if solution presented does not replace and provide redundancy.

Questions Received after Site Visit:

Question 44: After reading over the Proposal Sections guidelines on page 11 part D. Firm Profile Form, I am confused as to what is to be included in this section. Part D says to attach proof of license to practice in the State of Florida and says to "See Attachment 2", however Attachment 2 is the Team Composition Form. Can you please clarify for me?

Answer 44: Please change:

1. Section 1.13.2, C, Tab 1, D, from Firm Profile Form to Similar Projects Form, See Attachment 3.
2. Section 1.13.2, C, Tab 1, E, Team Composition Form, from "See Attachment 3 to See Attachment 2."

Question 45: There are two Groveland PD PSAP line items on Attachment 6, Pricing Proposal. Please advise.

Answer 45: Firms shall remove or strike out one Groveland PD PSAP.

Question 46: The County has asked to record Telephone, CAD, and Radio console screens. Does each of those elements have its own PC or do they share?

Answer 46: Telephone (VIPER), CAD, and Radio each utilize their own PC and network.

Question 47: What is the County's retention requirements for screen captures?

Answer 47: 90 days per State minimum requirements.

Question 48: How many monitors need to be recorded, and what is the screen resolution of each?

Answer 48: VIPER 2, Radio 1, CAD min 2 up to 4.

Screen Resolutions: Radio 1152 x 864, VIPER 1024 x 768, EMS CAD 1024 x 768, SO CAD 1280 x 1024

Question 49: Is the County requesting a fully redundant design; meaning every radio and telephone channel should be recorded on primary server and a backup server?

Answer 49: The County is asking for a fault tolerant design to limit any potential downtime or single points of failure. The architecture of how that is going to be accomplished should be explained in each respondents design.

Question 50: Regarding Motorola P25, how many simultaneous talk paths do you want recorded? 14?

Answer 50: 150 (120 + 25%)

Question 51: Does the county have a preference for Ant-Virus software?

Answer 51: An enterprise level managed AV suite is what is desired. Each psap handles it independently today

Question 52: Does each site have a Master Time clock?

Answer 52: The two main nodes of the viper system have master clocks

Question 53: Make and model of time source?

Answer 53: ECOC Spectracom 9483, LPD Spectracom 9383 All remotes get their time from the nodes for VIPER

Question 54: In section 2.1.6 Storage Requirements, Item 40 states: The system shall be capable of archiving recordings to a centralized storage unit, such as a network attached storage (NAS) or a storage unit with an option for SAN Support. Does "centralized" mean one central archive per location or a centralized storage for all site into one location?

Answer 54: The County is asking for a fault tolerant design to limit any potential downtime or single points of failure. The architecture of how that is going to be accomplished should be explained in each respondents design. Each psap should have local storage available with the option of “offloading or redirecting” calls to a central location in the event of a local device failure.

Question 55: What version of Pro-QA EMD being used today?

Answer 55: Previously answered Aqua – 6.1 and ProQA – upgrading in August to 13.0 EMD and 6.1 EFD.

Question 56: Can the county provide the following? Number of all 911 calls per year by site? Average length of calls in minutes?

Answer 56:

EMS: 39,174 Total Calls, 3:35 sec Avg.

GPD: 1614 Total Calls, 3:08 sec Avg.

EPD: 4640 Total Calls, 2:29 sec Avg.

MDPD: 4401 Total Calls, 1:51 sec Avg.

LPD: 9838 Total Calls, 1:42 sec Avg.

LCSO: 164,408 Total Calls, 1:53 sec Avg.

Question 57: Total Admin calls by site that need to be recorded? Average length of calls in minutes?

Answer 57:

EMS: 74,784 Total Calls, 3:35 sec Avg.

GPD: 12,156 Total Calls, 3:08 sec Avg.

EPD: 5523 Total Calls, 2:29 sec Avg.

MDPD: 12,990 Total Calls, 1:51 Avg.

LPD: 67,574 Total Calls, 1:42 sec Avg.

LCSO: 391,988 Total Calls, 1:53 sec Avg.

Question 58: Number of Radio transmissions annually by site? Average length of transmissions?

Answer 58:

EMS: 973,272 Total PTT's, 5 sec Avg.

GPD: 133,785 Total PTT's, 6 sec Avg.

EPD: 397,722 Total PTT's, 7 sec Avg.

MDPD: 287,537 Total PTT's, 7 sec Avg.

LPD: 517,311 Total PTT's, 8 sec Avg.

LCSO: 1,755,467 Total PTT's, 6 sec Avg.

Question 59: What is the NEC PBX and phone set model(s) being used at ECOC?

Answer 59: The PBX is NEC SV8500 and the phones are DT330 digital, non- VoIP.

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Typed/Printed Name: _____